

Request for Proposal (RFP)

Managed Payroll, Bookkeeping & HR Administrative Support Services

1. Overview

Gateway Association for Community Living is seeking proposals from qualified service providers to complete basic administrative and transactional tasks related to payroll, bookkeeping, human resources, and general administrative support.

Gateway Association employs approximately 45 to 55 employees and requires dependable support for routine payroll, benefits, employee administration, bookkeeping, and related administrative activities. The anticipated workload includes the following core service areas:

- **Payroll administration:** semi-monthly payroll processing, expense reimbursements, issuance of standard payroll documents, payroll reporting, and maintenance of accurate paid time off balances. This represents a significant portion of the administrative workload.
- **Bookkeeping and accounting support:** reconciliation and administration of approximately 3 to 5 corporate credit cards, together with a higher volume of participant payment and expense transactions.
- **Benefits and employee administration:** benefit enrollments, personnel file management, employee record updates, and related routine HR administrative tasks.
- **Recruitment administration:** support with recruitment-related activities on an as-needed basis, including occasional surge capacity when hiring activity increases.

This partnership is intended to enable internal staff to focus on strategic priorities, employee and stakeholder relationships, organizational development, workforce planning, financial stewardship, and other higher-value activities while ensuring administrative processes are completed accurately, consistently, and efficiently.

The successful proponent will provide operational support across payroll administration, accounting administration, benefits administration, employee record management, recruitment administration, and related functions.

The organization is particularly interested in service providers that can offer a team-based approach, providing access to specialized expertise across payroll, accounting, and HR administration while ensuring continuity of service and appropriate backup coverage.

2. Scope of Services

The successful proponent will perform basic administrative and transactional tasks in the following areas:

A. Basic Accounting & Payroll Tasks

Credit Card Reconciliation

- Reconcile corporate credit card transactions monthly.
- Verify receipts and supporting documentation.
- Identify and resolve discrepancies.
- Prepare reconciliation reports.
- Frequency: Monthly

Participant Payments

- Record, track, and process participant payments.
- Maintain accurate payment records.
- Process payments twice weekly.
- Frequency: Semi-weekly

Employee Expense Reimbursements

- Review submitted expenses.
- Verify supporting documentation.
- Record and process reimbursements.
- Maintain audit-ready records.
- Frequency: Monthly or as required.

Payroll Administration

- Process semi-monthly payroll.
- Review and validate payroll inputs.
- Ensure compliance with applicable payroll legislation.
- Maintain employee payroll records.
- Frequency: Semi-monthly.

Timesheet Review

- Review employee timesheets for completeness and accuracy.
- Follow up on missing or incomplete submissions.
- Collaborate with HR/finance staff regarding discrepancies.
- Complete reviews before payroll processing deadlines.
- Frequency: Semi-monthly.

Timesheet Corrections

- Process corrections and adjustments as required.
- Ensure adjustments are reflected in payroll records.
- Maintain documentation supporting payroll changes.
- Frequency: Semi-monthly or as required.

Paid Time Off (PTO) Administration

- Track vacation, personal days, and PTO (banked time, lieu time) balances.
- Prepare semi-monthly PTO balance reports.
- Update employee balances during payroll processing cycles.

- Update employee balances.
- Respond to employee inquiries regarding available balances.
- Frequency: Semi-monthly or as required

Vacation and Personal Time Accruals

- Calculate accruals in accordance with organizational policies.
- Update balances semi-monthly as part of payroll processing.
- Ensure accurate tracking and reporting.
- Frequency: Semi-monthly

Annual Tax Reporting

- Prepare and coordinate year-end payroll reporting.
 - Support T4 preparation and distribution.
-

B. Routine Human Resources Administrative Tasks

Benefits Administration

- Manage employee benefit enrollments and terminations.
- Process employee profile changes.
- Reconcile monthly benefit invoices.
- Maintain accurate benefits records.
- Frequency: Monthly

Health/Wellness Spending Account Administration

- Process new enrollments and account changes.
- Follow up on outstanding enrollment requirements.

Personnel File Management

- Maintain employee personnel files.
- Ensure required documentation is collected and filed.
- Follow up on missing documents.
- Support record retention and compliance requirements.
- Frequency: Services provided on an as-needed basis

Recruitment Administration

- Post employment opportunities to a variety of job board.
 - Track applications.
 - Download & save applications.
 - Complete initial screening.
 - Conduct reference checks.
 - Support interview scheduling.
 - Frequency: Services provided on an as-needed basis.
-

3. Task Completion Expectations

In completing these tasks, the successful proponent shall:

- Maintain strict confidentiality of applicant, employee, participant, and organizational information.
 - Ensure compliance with applicable employment standards, payroll legislation, privacy requirements, and tax regulations.
 - Meet all payroll and reporting deadlines.
 - Communicate proactively regarding issues, risks, or missing information.
 - Provide continuity of service during scheduled absences.
 - Maintain accurate and well-organized records.
 - Utilize organization-approved software and systems.
-

4. Vendor Qualifications

Proponents should demonstrate:

- Experience providing fractional payroll, finance, and HR administrative services.
- Knowledge of Canadian payroll legislation and reporting requirements.
- Experience with benefits administration and employee record management.
- Strong accounting reconciliation and bookkeeping skills.
- Familiarity with QuickBooks Online, QuickBooks Time (previously known as T-Sheets), and Microsoft SharePoint
- Ability to manage confidential information.
- Professional references from similar engagements.

Preferred:

- Certified Payroll Compliance Practitioner (PCP)
 - Bookkeeping or accounting certification
 - Human resources administration, employee records and benefit administration work experience
 - Experience with job boards such as: LinkedIn and Indeed
 - Non-profit experience
-

5. Proposal Requirements

Proponents should include:

1. Company overview and experience.
2. Relevant qualifications and certifications.
3. Proposed approach to delivering services.
4. Team member(s) assigned to the engagement.
5. Technology platforms and systems experience.
6. Availability and estimated monthly capacity.
7. Fee structure:
 - Hourly rate(s)
 - Monthly retainer option(s)
 - Additional service rates (if applicable)

-
8. Three client references.
 9. Proof of insurance.
-

6. Evaluation Criteria

Proposals will be evaluated on:

Criteria	Weight
Relevant Experience	25%
Payroll & HR Expertise	25%
Task Completion Approach	20%
Capacity & Availability	10%
References	10%
Pricing	10%

7. Estimated Workload

While workload may fluctuate, the organization anticipates routine task requirements including:

- Semi-monthly payroll processing
- Monthly credit card reconciliation and benefits administration
- Twice-weekly participant payment processing
- Ongoing employee record management (as required)
- Recruitment administration (only as required)

Vendors are encouraged to provide estimated monthly hours required based on the scope outlined above and identify any assumptions used in their proposal.

8. Submission Instructions and Deadline

Proposals must be submitted by email to humanresources@gatewayassociation.ca no later than November 8, 2026.